Genesys Administrator Extension Help

Solutions

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Solutions

Solutions are sets of applications that accomplish particular business tasks in contact centers.

Viewing Solutions

The **Solutions** list shows the Solutions that are in your environment. It is sorted in a hierarchy by tenants, configuration units, sites, and folders. To view objects by a particular hierarchy, select the hierarchy type in the drop-down menu above the list.

> **Important**
> Solutions that are disabled will appear grayed out in the list.

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the **Quick Filter** field.
- Click the cube icon to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order. You can add or remove columns by clicking **Select Columns**.

To select or de-select multiple objects at once, click **Select**.

Working with Solutions

To create a new Solution object, click **New**. To view or edit details of an existing object, click the name of the object, or click the check box beside an object and click **Edit**. To delete one or more objects, click the check box beside the object(s) in the list and click **Delete**. You can also delete individual objects by clicking on the object and then clicking **Delete**. Otherwise, click **More** to perform the following tasks:

- **Clone**—Copy a Solution.
- **Move To**—Move a Solution to another hierarchical structure.
- Enable or disable Solutions.
- Create a folder, configuration unit, or site. See Object Hierarchy for more information.

- Configure Logging

Click the name of a Solution to view additional information about the object. You can also set options and permissions, and view dependencies.

Creating Solution Objects

To create Solution Objects, do the following:

[+] Click to show procedure

1. Click **New**.
2. Enter the following information. For some fields, you can either enter the name of a value or click **Browse** to select a value from a list:
   - **Name**—The name of the Solution. You must specify a value for this property, and that value must be unique within the Configuration Database.
   - **Assigned to Tenant**—In a multi-tenant environment, the Tenant to which this Solution is assigned.
   - **Solution Type**—The type of the Solution. You must specify a value for this property. Once you set the value, you cannot change it. This value is automatically set, based on the type of the imported Solution.

     > **Important**
     > A Solution of type **Default Solution Type** or **Framework** cannot be started and stopped with Solution Control Interface unless they have been created using a solution wizard. See the Management Layer User's Guide for more information.

   - **Solution Control Server**—The name of the Solution Control Server that controls this Solution.
   - **Version**—The version of the Solution. You must specify a value for this property.
   - **Tenant**—In a multi-tenant environment, the Tenant to which this object belongs. This value is automatically set to the Tenant that was specified in the **Tenant Directory** field in the object list.
   - **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.
3. In the **Application Definitions** tab, click **Add** to add an Application object to this Solution.

   > **Important**
   > The same Solution Control Server must control all Solutions that use the same Solution component.

4. Enter the following information in the pop-up window that displays on your screen:
   - **Application Type**—The type of Application used as a Solution component.

- **Version**—The version of the Application used as a Solution component.
- **Startup Priority**—The default position of the Solution component in the component startup sequence within the Solution.
- **Optional**—Specifies whether this Solution component is optional.
- Click **OK**.

5. Click **Apply** to save the information in the **Application Definitions** tab.
6. In the **Applications** tab, click **Add** to add an Application to this Solution.

> **Important**
> The same Solution Control Server must control all Solutions that use the same Solution component.

7. Enter the following information in the pop-up window that displays on your screen:
    - **Application**—The type of Application used as a Solution component.
    - **Startup Priority**—The default position of the Solution component in the component startup sequence within the Solution.
    - **Optional**—Specifies whether this Solution component is optional.
    - Click **OK**.
8. Click **Save**.

Configuring Logging

To configure logging for a Solution, do the following:

[+] Show steps

1. In the **Solutions** list, select one or more Solutions.
2. Click **More** and select **Configure Logging**.
3. In the **Configuration of Logging** window, do the following:
    - The Solutions that you selected from the **Solutions** list appear in the **Solutions** section. You can select or de-select Solutions to include in this procedure.
    - In the **Log Level** section, select one of the following options:
        - **All**—All events from the **Trace**, **Interaction**, and **Standard** log levels are logged.
        - **Trace**—Generates all log events from the **Trace**, **Interaction**, and **Standard** levels. This setting might adversely affect application performance. Set this level only when you are testing new interaction-processing functions or scenarios.
        - **Interaction**—Generates all log events of **Interaction** and **Standard** levels. Set this level only when you are testing events on a particular interaction.

> **Warning**
>
> - Using the Interaction level generates a higher number of logging events on the network, which might adversely affect the performance of the DBMS, Message Servers, and interaction-processing components.
> - Interaction-level records contain the Interaction ID attribute that helps to search for log events that are generated by various applications but related to the same interaction.

- **Standard**—Genesys recommends you permanently enable only a Standard level of logging during the operation of Solutions in regular production mode. This level reports events for significant problems and normal operations of in-service Solutions. An event is reported at the Standard level if it satisfies one of these criteria:
    - Indicates that an attempt to perform any external operation has failed
    - Indicates that the latest attempt to perform an external operation that previously failed has succeeded
    - Indicates detection of a condition that has a negative impact on operations, actual or projected
    - Indicates that a previously detected condition, which had a negative impact on operations, no longer exists
    - Indicates a security violation of any kind
    - Indicates a high-level data exchange that cannot be recognized or does not follow the expected logical sequence
    - Indicates inability to process an external request
    - Indicates successful completion of a logical step in an initialization process
    - Indicates a transition of an Application from one operational mode to another
    - Indicates that the value of a parameter associated with a configurable threshold has exceeded that threshold
    - Indicates that the value of a parameter associated with a configurable threshold that earlier exceeded the threshold has returned to its normal range.
- **None**—No logging is performed.

- In the **Log Outputs Adjustment** section, you can fine-tune the logging level for the following output types: **Network Log Server**, **Plain Text File**, and **Console**. Do one of the the following:
    - If you selected **Network Log Server** in the previous step, go to the **Message Server** section and select the Message Server to receive logs.
    - If you selected **Plain Text File** in the previous step, go to the **Log File Name** section and specify the log file name to receive logs. You can also specify the following:
        - **Create Segment**—If checked, segment the log file into chunks specified by the **Segment Size (MB)** field.
        - **Segment Size (MB)**—If **Create Segment** is checked, specify a segment size for the log file, in megabytes.

- **Segment Expiration**—If checked, segments are deleted after a maximum number of segments is reached, as defined by **Maximum Segments**.
- **Maximum Segments**—If **Segment Expiration** is checked, specify how many segments to retain before segments beyond this limit are removed.

4. Click **OK**.